

P O S I T I O N D E S C R I P T I O N

Position Title	Service Manager – Lived Experience
Reporting To	Clinical Service Manager
Employment Status	Full time, Maximum Term Contract until 30 June 2023
Classification	Consumer Service Deliver (CSD) Level 5
Roster	Monday – Friday Roster. Two shifts 9.00am-5.30pm, 3 shifts 1.30pm-10pm
Team/Service	Penrith Head to Health Centre
Direct Reports	N/A
Date	September 2021

PROGRAM OVERVIEW

The Penrith Head to Health Centre is a new Neami service located in Penrith, NSW. It aims to be a centre, partnering to support the mental health and well-being of the Nepean Blue Mountains Primary Health Network (NBMPHN) community by providing and connecting people to the right care when and where it is needed. It will provide timely access to short to medium term care for adults to meet their immediate mental health needs and actively facilitate access to services for adults that meet their mental health needs. The centre will be a welcoming hub that provides information, navigation, referral and stabilisation to anyone seeking mental health support for themselves or others. The service is currently in its establishment phase with a community co-design process already complete, the site selected, and the building fit out currently occurring. The service will be ready to open its doors from the 1st December 2021. This current recruitment round is to establish the inaugural team for this important service.

POSITION OVERVIEW

The Service Manager – Lived Experience will have an experience of mental health recovery and use this unique perspective to provide leadership, practice development and coaching sessions to service delivery staff. This position provides supervision, support and guidance on practice issues to Peer Workers and Aboriginal and Torres Strait Islander Liaison Officers applying coaching and mentoring principles. As part of the leadership team, the Service Manager – Lived Experience will work to maintain strong working collaborative partnerships with the public mental health service, primary health providers and other community partner organisations to deliver the best possible comprehensive service to consumers.

There will be five key functions of the centre all forward-facing roles will work across:

- 1) Front of house welcome with a concierge-type approach,
- 2) Initial assessment for needs,
- 3) Stabilisation support,
- 4) System navigator function & advocacy, and
- 5) Follow up.

These core components will be undertaken across the centre on a rotating roster basis. As the Service Manager – Lived Experience, being able to work across all five functions will ensure that people accessing the centre transition across less people, tell their story fewer times and get consistency of support from the same person who greeted them. You will be responsible for working with the team to ensure these functions operate smoothly and staff are trained across all five areas to ensure a high level of customer service to people accessing the centre.

You will work alongside a multi-disciplinary team inclusive of mental health clinicians, mental health registered nurses and allied health professionals.

THE POSITION

Key position Responsibilities, Duties and Accountabilities

- Provide coaching and mentorship to Peer Workers and Aboriginal and Torres Strait Islander Liaison Officers
- Work at a practical level with a focus on applying the Collaborative Recovery Model
- Lead and participate in reflective practice through team meetings, decision-making processes, service planning session, supervision, and staff development activities
- Provide direct individual support to visitors to the centre
- Oversee the delivery of various group programs
- Where required, and in collaboration with clinical staff, co-ordinate the initial needs assessment and intake of visitors to the Centre
- Participate in partnership development activities with local hospitals and health services, GP's and other relevant organisations
- Encourage and support engagement and participation of Head to Health service visitors at all levels of program planning and delivery, in conjunction with all staff members of the Neami site
- Work and act independently within the parameters of the role, demonstrating professional autonomy and an ability to decide when it is appropriate to refer to the Clinical Lead, Regional Manager, or other Senior staff for guidance
- Ensure records management obligations are met, including the proper retention of hardcopy and/or electronic records and ensuring files are accurate and up to date

- Foster a culture of learning and evaluation founded on routine monitoring and evaluation activities
- Contribute to the evidence base and generate local practice knowledge by fostering research and evaluation activities
- Use routine data (quantitative and qualitative) to monitor the experiences of people visiting the centre, service impact and change over time
- Use data aggregated at service, regional, state, and national levels for learning, strategic planning and decision making, advocacy and promotion.

ORGANISATIONAL ACCOUNTABILITIES

- Act in accordance with the Neami National code of conduct at all times
- Work in accordance with Neami National policies and procedures, including adhering to policies on Privacy and Confidentiality and Records Management
- Follow safe work practices for self and others and comply with Neami National Occupational Health and Safety management processes
- Ensure risks are identified, reported, documented and appropriately managed in accordance with Neami Group policies to ensure safe and effective services
- Proactively work towards achieving individual and team goals, whilst demonstrating Neami National core competencies and values
- Actively engage in professional development opportunities and embrace learning opportunities
- Take an active role in promoting and generating quality improvements processes within your area of responsibility and across the organisation
- Promote and contribute to a diverse and inclusive environment for all staff and visitors of the centre
- In addition to the position description accountabilities, all staff are expected to undertake other reasonable tasks as directed.

THE PERSON

Experience, Knowledge, Qualifications, Skills and Attributes

Essential

- Experience in supervising, coaching and mentoring staff.
- Lived experience of recovery - your recovery experience may be related to mental health, suicidal crisis, drugs and alcohol use or trauma.
- Certificate IV in Community Services or equivalent.
- Willingness to identify or be identified by others as a professional with lived experience of recovery
- A strong understanding of recovery processes; and an ability to articulate and promote the value of and strengths gained from lived experiences of recovery
- Ability to role-model and develop recovery-oriented and trauma-informed practices across the service
- Demonstrated leadership skills and attributes
- Sound knowledge and experience in using coaching and mentoring skills
- Willingness to intentionally and purposefully share your lived experience to support the recovery and growth of service visitors and staff

- A nuanced understanding of mental health systems and service navigation
- Demonstrate integrity, credibility and ability to foster open communication
- Ability to work productively in a fast paced, changing and dynamic environment
- Ability to establish and maintain respectful professional relationships that have clear boundaries with service visitors, staff and partner organizations.
- A valid and current Australian Driver License
- A valid Working with Children Check
- Compliance with Public Health Vaccination Orders, including COVID-19 Vaccination

Applicants from Aboriginal and Torres Strait Islander backgrounds, or from culturally & linguistically diverse backgrounds are encouraged to apply.

ACKNOWLEDGEMENT OF POSITION DESCRIPTION

This position description is current at date of approval. It may change from time to time to reflect operational needs and changes to organisational reporting relationships.

By signing your employment agreement, you acknowledge that you have read, understood and accept the responsibilities and accountabilities as outlined above in this position description.